Thank you to all our donors!

This list represents all those who supported the Crisis Society financially or with in-kind donations for the fiscal year 2018-19.

VISIONARIES ($5000+)
- Intraworks IT: Management – Phil Stiller
- Island Health
- Island Radio – Jim Patterson Group, The Q & The Zone, Victoria
- Macias, & Co. – John Jordan
- Ministry of Health – CMHA BC Division
- Odd Fellows Columbia Lodge No. 2, Victoria - Fundraiser contributors
- Province of BC – Gaming
- United Way Central & Northern Vancouver Island

NORTH STARS ($2500 – $4999)
- Cowichan Valley Ride for Suicide Awareness Fundraiser, including Royal Canadian Legion, Malahat District Branch #134
- Telus
- The Marcos Negrin Memorial Foundation, Dawn Negrin

LIGHTHOUSE KEEPERS ($1000 – $2499)
- Knights of Columbus Ascension Council #7991
- Peter Hudson Comedy Fundraisers
- Royal Canadian Legion Branch #876 Qualicum Beach

LIFE PRESERVERS ($500 – $999)
- Chemainus-Crofton Aerie No.4400
- Heather Chadwick-Taskay, 4th Annual Mariane’s Way 10k Walk
- Knights of Columbus Council #3842 Mid-Island
- Koncept Nightclub
- Mambos Gourmet Pizza
- Westwood Metals Ltd.

ANCHORS (under $499)
- BCAA
- Benevity Community Impact Fund, Employees of Coast Capital Savings
- Federal Credit Union
- Calgary Distress Centre
- Canadian Federation of University Women
- Parksville/Qualicum
- Caroline Bailey
- Central Drugs, Bowen Rd, Nanaimo
- Christina Drake
- Coco Cafe
- Country Club Mall
- Crimson Coast Dance Society
- Diane Newton
- Flying Fish
- Cooking, Living & Giving
- Great Canadian Oil Change
- Ingrid Tanasich
- John’s Bedrooms, Nanaimo
- Karen Karsten
- Ladysmith Lions Club
- Mid Island Co-op
- Nanaimo Airport YCD
- Nanaimo Magazine
- Parksville Newsroom’s Club
- Real Meals Nanaimo, Lisa Garvie
- Ron Berry Business Advisors Inc.
- Royal Canadian Legion Br #211
- Bower
- Sean McCallough
- Sebastian Barkovic
- Serious Coffife, Hammond Bay
- Road, Nanaimo
- Sharecroft Rentals & Sales
- Spliivile
- Thrifty Foods, Terminal Park, Nanaimo
- Tigh-Na-Mara Seaside Spa Resort
- Unity Comox Valley Spiritual Centre Society
- Woodgrove Mall

CRISIS LINE STATISTICS April 1, 2018 to March 31, 2019

<table>
<thead>
<tr>
<th>Nature of Problems</th>
<th>Calls</th>
<th>Chat/Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental Emotional Health</td>
<td>49%</td>
<td>34%</td>
</tr>
<tr>
<td>Suicide</td>
<td>13%</td>
<td>19%</td>
</tr>
<tr>
<td>Individual &amp; Family Life Issues</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Information/Resource Calls</td>
<td>10%</td>
<td>5%</td>
</tr>
<tr>
<td>Addiction</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Physical Health</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Basic Needs/Homelessness</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Abuse/Family Violence</td>
<td>3%</td>
<td>5%</td>
</tr>
<tr>
<td>Other</td>
<td>1%</td>
<td>1%</td>
</tr>
</tbody>
</table>

CRISIS LINE SERVICES

Vancouver Island Crisis Line 1-888-494-3888
Crisis Chat via www.vicrisis.ca (Chat Now)
Crisis Text from your mobile 250-800-3806
1800SUICIDE (Provincial) 1-800-784-2433
310/Mental Health Support (Provincial) 310-6789
Canada Suicide Prevention Service (National) 1-833-456-4566
CSPS Text 45645

New Mission Statement

The Vancouver Island Crisis Society is committed to providing an accessible voice, text and chat crisis intervention and suicide prevention services, including postvention programs. We endeavour to provide emotional support during times of crisis, information about community resources, education intended to promote community wellness, and reduce the incidence of suicide. We value the principles of confidentiality, non-judgmental acceptance, respect for diversity, personal empowerment and cooperation.

Helping People Find Their Way

19th Annual Report 2019

Affiliations
- Canadian Association for Suicide Prevention (CASP)
- Crisis Line Association of BC (CLABC)
- Crisis Services Canada (CSC)
- Community Partner of United Way Central & Northern Vancouver Island until April 2019
- Greater Nanaimo Chamber of Commerce
The Crisis Society completed its ninth year as the regional Vancouver Island Crisis Line. Fundraising efforts to support Crisis Chat and Crisis Text reached its annual goal again this year. Our greatest asset continues to be the people who work with us every day:

- 23 volunteer crisis line workers and trainees;
- 17 staff crisis line workers;
- 8 members on our board of directors;
- a professional staff of 7 (Executive Director of 27 years, and Trainers with over 20 years’ experience with the Crisis Society); and
- our generous donors.

Here are highlights from the various program areas:

- **Our Crisis Line Operation** continues to be an important provincial network partner answering calls on 1800SUICIDE and 310Mental Health Support. We answered a total of 13% of the call volume on the two provincial networks with a combined average call answer rate of 67%. Our call answer rate was 94% on the Vancouver Island Crisis Line (70% call answer rate during Crisis Chat/Crisis Text time periods). Our crisis lines are answered by volunteers 13% of the time, 4% by volunteer honorariums, and 83% of the time by staff Crisis Line workers. A total of 2975 volunteer hours helped us with our call answer rate. That is equivalent to $44,017 for services donated by volunteers. In addition to donated volunteer hours, a total of $12,726 was spent on honorariums to assist with line coverage. There was double coverage 80% of the time, triple coverage at 53%, quadruple coverage at 24%, and 4% where 5 Crisis Line workers were on shift. We noted an error in our calculations for the previous year’s line coverage; these reports have been adjusted.

- **Crisis Line Training** — Two Crisis Line volunteer training courses were delivered with 14 trainees out of 26 candidates completing the training. Three of these trainees were hired as staff and the remainder went on to volunteer. Staff Crisis Line workers attended 10 monthly training sessions including 2 that combined volunteers. Lower voluntary numbers continue to be the norm, resulting in our focussing on recruiting and hiring more staff for the Crisis Line.

- **Crisis Chat and Crisis Text online emotional support services** — The number of visitors remained steady with only a 1.3% increase in visitors from last year. These services support people of all ages, with 38% being under 24 years of age. These two crisis services continue to be supported in part by private donations.

- **Community Education** — We facilitated a total of 6 ASIST (Applied Suicide Intervention Skills Training) courses to 110 people, 7 safeTALK workshops to 133 people, as well as 4 Crisis Intervention Skills Training (CIST) courses to 66 people. We have three ASIST Trainers and one safeTALK trainer on staff. Three customized workshops were delivered to 63 people. This was the final year during which the Ministry of Health subsidized the facilitation of ASIST and safeTALK training as part of a provincial gatekeeper initiative.

- **Vancouver Island Crisis Line Promotion** — We are grateful once again this year for Island Radio and two affiliate stations from Victoria (The Q and The Zone) for donating another year-long, Island-wide radio campaign promoting Crisis Line, Crisis Chat, and Crisis Text services. Two new commercials were produced to update our messages. We attended 4 forums and resource fairs and presented 3 talks about Crisis Services on Vancouver Island. One newsletter was published online and promoted Island-wide.

- **School Suicide Prevention Programs:** Nine (9) GRASP (Growth, Resilience, Acknowledgement, Suicide Awareness, and Personal Safe Planning) 12-hour gatekeeper training workshops were provided to 151 students. Fifteen (15) Speak Out, Reach Out, Help Out presentations were delivered to 1740 students including three new Unplugged versions. Two (2) mentor training workshops were delivered to 34 students. A new COPE (Communication, Options, Perspective, Enjoy life) elementary school program was developed and 6 were facilitated to 126 students.

- **World Suicide Prevention Day** — To commemorate World Suicide Prevention Day, held on September 10, we once again held the Soles Remembering Souls memorial event, attended by 52 participants. We attended the Celebration of Life presented by Snuneymuxw First Nation.

- ** Provincial and National initiatives** — Our Executive Director continued to serve as Treasurer of the Crisis Line Association of BC (CLABC). The two provincial networks, 1800SUICIDE and 310Mental Health Support, continued operation with financial support from the Provincial Health Services Authority. We continue to answer calls on the Canada Suicide Prevention Service (CSPS) as a member site. Our Executive Director is a Crisis Services Canada board member and serves on several national committees.

- **Staff Development** — We attended three conferences presented by the American Association of Suicidology (AAS), the Canadian Association for Suicide Prevention (CASP), and the Crisis Line Association of BC (CLABC). One (1) Crisis Line worker successfully obtained Crisis Worker re-certification with AAS.

- **Fundraising** — Crisis Chat and Crisis Text services, as well as our youth suicide prevention programs, were supported financially by various community fundraising events: Cowichan Valley Ride for Suicide Awareness, Odd Fellows Columbia Lodge No. 2’s Disc Golf Jamboree, Peter Hudson Comedy’s showcases and many other generous donors who helped us reach our annual fundraising goal. A list of donors is found on the reverse of this brochure.

- **Crisis Line operation including Crisis Chat and Crisis Text services. While our Crisis Line operation is primarily funded by an Island Health contract, we rely on BC Gaming and United Way funding, and donors who support our Community Education programs. Our United Way funding ended in April 2019.**

**Board of Directors 2018-2019**

Phil Stillier, President
Dr. Raymond Shred, Vice-President
Maggie Schulz, Secretary
Sharon Erickson
Anita Rosewall Peters
Kim Bayliss
Lacy Redding

Brian Sampson, Treasurer, resigned Oct 2018
Tiffany Donovan, Treasurer, resigned Nov 2018
David Reid joined May 2019

**Crisis Line operation including Crisis Chat and Crisis Text services. While our Crisis Line operation is primarily funded by an Island Health contract, we rely on BC Gaming and United Way funding, and donors who support our Community Education programs. Our United Way funding ended in April 2019.**